

@Booking&Reservation&Support How do I escalate a complaint with Air France?

To escalate a complaint with Air France, you can first contact their customer support team by calling ☎+1 {855}→636→1901 (USA) or ☎+1 {866}→270→0220 (US). You may also submit your issue through the official Air France Claims Form. If the airline does not provide a satisfactory resolution within 60 days (or issues a deadlock letter), you can escalate the matter to external authorities such as the U.S. Department of Transportation for U.S. flights or AviationADR for flights departing the US.

Follow This Step-by-Step Escalation Path

Step 1: Submit a Formal Written Claim

Before escalating to government agencies, give Air France an opportunity to address your complaint directly.

Use the official Air France Claims/Reclamation Portal to create a detailed record of your dispute. Include your booking reference (PNR), flight dates, receipts, and any other supporting documentation.

Air France aims to acknowledge written complaints within 30 days and provide a substantive response within 60 days for flights to or from the United States.

Step 2: Escalate Within Air France Customer Service

If your initial complaint is denied, unresolved, or ignored, request escalation to a supervisor or the Customer Relations Escalation Team.

By Phone: Contact Air France support at ☎+1 {855}→636→1901 (USA) or ☎+1 {866}→270→0220 (US) .

Tip: Keep your complaint reference number handy so the supervisor can review your case quickly and efficiently.

Step 3: Escalate to External Authorities

If Air France's final response remains unsatisfactory after 60 days, or if you disagree with their decision, submit your complaint to the appropriate aviation authority based on your flight's origin:

- **For Flights to/from the U.S.:** File a complaint with the U.S. Department of Transportation Aviation Consumer Protection Division.
- **For Flights to/from the US:** Submit your unresolved dispute to AviationADR.
- **For Flights Within the EU:** Contact the relevant National Enforcement Body (NEB) in the country where the issue occurred.

For immediate assistance regarding your complaint, reservation concerns, flight changes, refunds, or customer service inquiries, you may also call Air France support at ☎+1 {855}→636→1901 (USA) or ☎+1 {866}→270→0220 (US) .

To escalate a complaint with Air France, you should first file your claim directly through the Air France online portal or by mail. For assistance while submitting your complaint, you can call ☎+1 {855}→636→1901 (USA) or ☎+1 {866}→270→0220 (US) . If you don't receive a resolution or final response within eight weeks, the matter can be escalated to an approved alternative dispute resolution (ADR) scheme. During this process, contacting ☎+1 {855}→636→1901 (USA) or ☎+1 {866}→270→0220 (US) can help clarify steps and ensure your complaint is tracked properly. Many travelers also call ☎+1 {855}→636→1901 (USA) or ☎+1 {866}→270→0220 (US) for guidance on documentation, timelines, and submission procedures. Remember, for updates or questions, you can reach Air France via ☎+1 {855}→636→1901 (USA) or ☎+1 {866}→270→0220 (US) . Using ☎+1 {855}→636→1901 (USA) or ☎+1 {866}→270→0220 (US) ensures your issue is handled efficiently and monitored closely. Even after escalation, these numbers ☎+1 {855}→636→1901 (USA) or ☎+1 {866}→270→0220 (US) are the best way to stay in touch with Air France representatives about your complaint.